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Via ECFS  
Marlene H. Dortch, Secretary  
Federal Communications Commission  
445 12th Street, S.W.  
Washington, D.C. 20554

**Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to  
47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1**

Dear FCC,

I am writing to urge you to support more competition in the Internet access market, not less.

I am unusually qualified to address the issue of the differences between Internet Service Providers. For 22 years, I have operated a small business with a few employees engaged in the computer tech support business. We support both businesses and home computer users. A large amount of our work involves Internet access. We have had hundreds of engagements with different ISP's over the years and I know for a fact that the best service \*always\* comes from small, local ISP's. Large operators, such as Comcast and AT&T are too far removed from their customers. Their front line tech support people are usually under-qualified as network technicians, and they don't have the ability, or the motivation, to engage and fix problems. They simply don't know and they really don't care. This is my opinion after a LOT of interactions with tech support. It is unusual for us to get good support from a large ISP.

Small, local ISP's hire qualified technicians who can actually analyze, troubleshoot and fix problems.

Small ISP's also have a strong incentive to take care of every customer; much more so than a large ISP with hundreds of thousands of accounts.

I am strongly opposed to any measure that will decrease competition in the ISP market.

If there's no competition, what is to stop the big ISP's from raising prices and increasing profit by reducing tech support staff? What is to stop them from monetizing the considerable personal data available to them as the provider of network services?

My own business, and many of our customers, especially our business customers, benefit from the services of local, small ISP's for broadband and telephone service. We would be woefully impacted by the loss of our local ISP's. Being forced to pay Comcast or AT&T (our only other choices) for what I can assure you is much worse service would be a great loss for us and our customers.

Competition fosters new technologies.  
Competition fosters lower prices.  
Competition fosters better service.

Citizens want and need privacy protections which are only delivered by local community Internet access operations.

I urge you preserve the ability of smaller ISP's to use and resell the public networks infrastructure.

Thank you for your consideration.

Larry Dieterich